



Health  
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# CHCS Process Management for Reimbursement

9 Nov 2010 @ 0800 and 10 Nov 2010 @ 1400

Log into: <http://altarum.adobeconnect.com/ubo> and enter your *full name and MTF location* for credit from your Service.

Please note, you must also dial in for audio:

Dial in number: 877-694-5777

Participant code: 6944507

Please be sure to mute your telephone upon entry, and do not put it on hold during the session. You may submit a question at anytime by typing it into the “Question” field on the left and clicking “Send.”



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# Objectives

- Identify key files in CHCS that must be maintained to support reimbursement
- Identify data flows for the billing processes
- Discuss “Best Practices” for the “Big Rocks”...
- Identify who needs to be on your Team?
  
- Provide Information Resources...



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# A Classic...



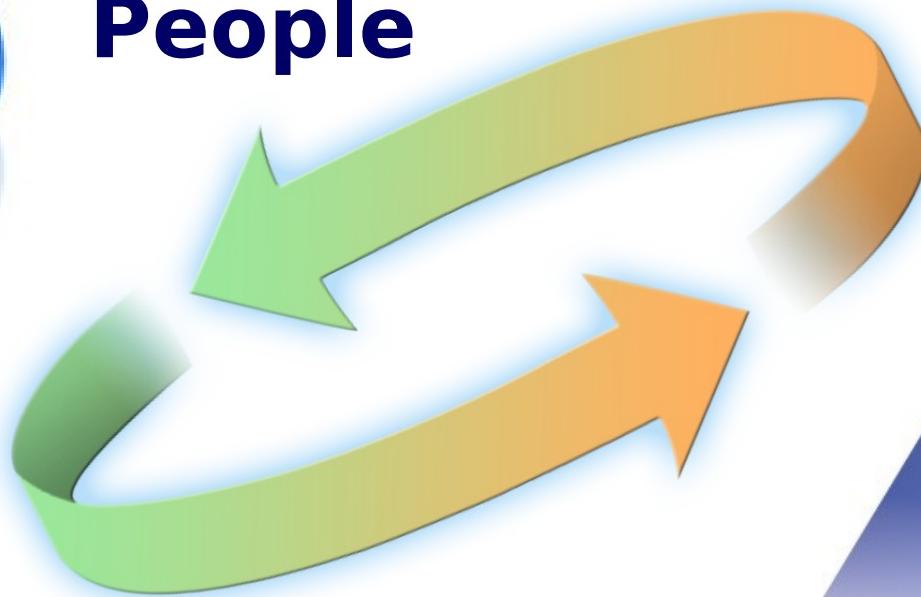


# Management “Keys”

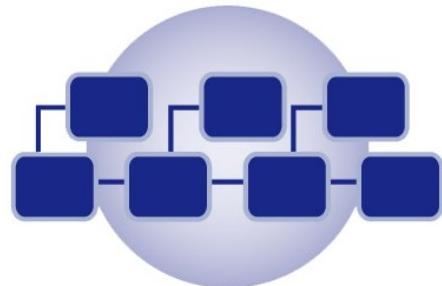
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**People**



**Process**



**Technolo  
gy**





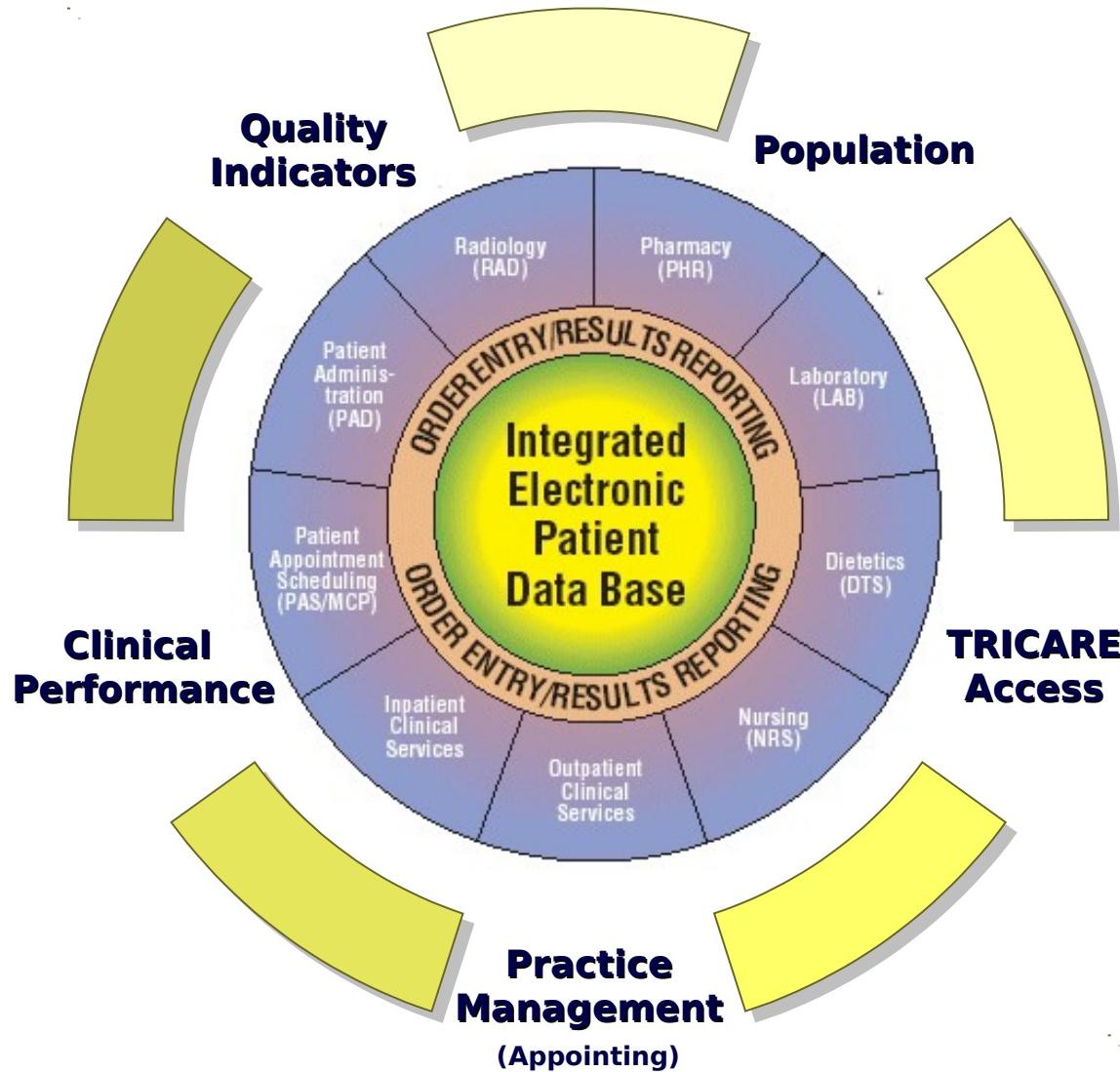
# Why the Focus?

- **CHCS continues to be the primary clinical data source for the Military Health System (MHS) to:**
  - Measure productivity/efficiency
  - Forecast demand for services
  - Establish performance benchmarks
  - Identify trends and utilization
  - **Obtain reimbursement for services provided**
  - **Assess and improve quality of services:**
    - Access to Care
    - Standard of Care
    - Population Health
    - Military Related Illness/Injuries
    - Clinical Practice Guidelines
    - Outcomes
    - Research





# Data Capabilities





# Since 1992...

- **CHCS has been the primary operational clinical system supporting DoD and US Coast Guard facilities world-wide:**
  - 100+ Individual CHCS Host Platforms
  - Supports Military and US Coast Guard Treatment Facilities worldwide
- **Interfaces with more than 40 Clinical & Administrative systems:**
  - AHLTA - Department of Defense Electronic Medical Record (EMR)
  - Beneficiary Eligibility - Defense Eligibility & Enrollment System (DEERS)
  - Resources - Expense Assignment System (EAS)
  - Billing - Third Party Outpatient Collections System (TPOCS)/Medical Services Accounting
  - Pharmacy - Pharmacy Data Transaction System (PDTs)
- **Standard tables for data consistency:**
  - ICD-9-CM (Inpatient/Outpatient Diagnosis and Inpatient Procedures)
  - CPT/HCPCS (Outpatient Procedures and Services/Supplies)
  - Provider Medical Specialty->HIPAA Provider Taxonomy
  - CHAMPUS Maximum Allowable Charge (CMAC-OIB) Table
  - Federal and DoD standard tables
- **Site-defined files and tables for MTF operations**
- **Standard and “Ad-Hoc” reporting capabilities**





# Configuration Management

CHCS CPs			
From	Subject	Received	Search CHCS CP
H	Ms CTR US USA ... CHCS - SPECIAL SOFTWARE - DMIS ID UPDATE V8.0 FY2010 (UNCLAS... Tue 4/20/2010 11:20 AM	Tue 4/20/2010 11:20 AM	
H	Ms CTR US USA ... CHCS - SPECIAL SOFTWARE - SCR ALLOW MANUAL EXPANSION OF ... Tue 4/20/2010 11:18 AM	Tue 4/20/2010 11:18 AM	
H	Ms CTR US USA ... CHCS - SPECIAL SOFTWARE - DOS LAB TEST DATA UPDATE V2.0 FO... Tue 4/20/2010 11:16 AM	Tue 4/20/2010 11:16 AM	
H	Ms CTR US USA ... CHCS - SPECIAL SOFTWARE PACKAGE - PATIENT CATEGORY FY10 1... Tue 4/20/2010 11:13 AM	Tue 4/20/2010 11:13 AM	
H	First Databank and CPT Codes have been loaded (UNCLASSIFIED) Sat 4/17/2010 5:14 AM	Sat 4/17/2010 5:14 AM	
H	CHCS - Special Software - CPT Version 1.0 Fiscal Year 2010 (UNCLASSIFI... Mon 4/12/2010 8:51 AM	Mon 4/12/2010 8:51 AM	
H	CHCS CHANGE PACKAGE 352 (UNCLASSIFIED) Thu 3/25/2010 1:36 PM	Thu 3/25/2010 1:36 PM	
H	CHCS SS UIC FY10 V1.0 DATA UPDATE (UNCLASSIFIED) Mon 3/22/2010 4:09 PM	Mon 3/22/2010 4:09 PM	
H	CHCS SS DMIS ID UPDATE V6.0 FY2010 (UNCLASSIFIED) Mon 3/22/2010 4:07 PM	Mon 3/22/2010 4:07 PM	
H	CHCS SS SNOMED DATA UPDATE V1.0 FY2010 (UNCLASSIFIED) Mon 3/22/2010 4:05 PM	Mon 3/22/2010 4:05 PM	
H	CHCS - CP 351 - Combined Packages of Special Software (UNCLASSIFIED) Fri 3/5/2010 3:58 PM	Fri 3/5/2010 3:58 PM	
H	Trying to update distribution list (UNCLASSIFIED) Wed 2/24/2010 9:43 AM	Wed 2/24/2010 9:43 AM	
H	CHCS - SS - 35159 (UNCLASSIFIED) Wed 2/24/2010 9:40 AM	Wed 2/24/2010 9:40 AM	
H	CHCS - SS - LOINC Update V1.0 for FY2010 (UNCLASSIFIED) Wed 2/24/2010 9:33 AM	Wed 2/24/2010 9:33 AM	
H	CHCS - SS DMIS Update V5.0 for FY2010 (UNCLASSIFIED) Wed 2/24/2010 9:30 AM	Wed 2/24/2010 9:30 AM	
H	CHCS PACKAGE - CHANGE PACKAGE 350 (UNCLASSIFIED) Fri 1/15/2010 2:33 PM	Fri 1/15/2010 2:33 PM	
H	CHCS Package - ZIP Code Update VY2010-01 (UNCLASSIFIED) Fri 1/15/2010 2:29 PM	Fri 1/15/2010 2:29 PM	
H	CHCS Package - DMIS ID UPDATE FY 2010-4 (UNCLASSIFIED) Fri 1/15/2010 2:27 PM	Fri 1/15/2010 2:27 PM	
H	CHCS Package - DOD LAB TEST DATA UPDATE FY 2010-01 (UNCLASSIFI... Fri 1/15/2010 2:25 PM	Fri 1/15/2010 2:25 PM	
H	CHCS Package - First Databank Update 2010-01 (UNCLASSIFIED) Fri 1/15/2010 2:24 PM	Fri 1/15/2010 2:24 PM	
H	CHCS - Special Software 35153 (UNCLASSIFIED) Mon 12/21/2009 8:42 AM	Mon 12/21/2009 8:42 AM	
H	CHCS - NDC Rate Table Update FY10 V1.0 (UNCLASSIFIED) Mon 12/21/2009 8:39 AM	Mon 12/21/2009 8:39 AM	
H	CHCS - Change Package 349 (UNCLASSIFIED) Mon 12/21/2009 8:34 AM	Mon 12/21/2009 8:34 AM	
H	CHCS - Special Software 35121 (UNCLASSIFIED) Fri 12/4/2009 9:41 AM	Fri 12/4/2009 9:41 AM	

- **Periodic Software Updates include:**

- **Special Software (SS) to update Standard Files such as:**

- Defense Medical Information System (DMIS ID), Unit Identification Codes (UIC), ICD-9 and CPT Codes, Pharmacy, Billing Rate Tables, Zip Codes, etc.

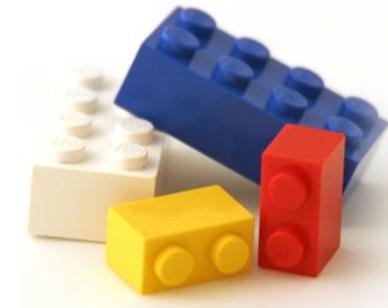
- **CHCS Change Package (CP) updates:**

- Bug “Quick” Fixes and Minor changes
    - Must be installed by Systems Staff in sequence to ensure Configuration Management



# Building Blocks

## MTF-Managed Files and Tables:



### 1. User File

- Users authorized to access CHCS/AHLTA
- User access levels defined by security keys

### 2. Patient File

- Unique identification of persons in the CHCS database
- Registration in the CHCS “Host” Database is required for the patient to be processed in AHTLA, CHCS or Essentris

### 3. Provider File

- Unique identification of both Direct Care and External Civilian Providers
- Medical Specialty->HIPAA Taxonomy
- National Provider ID (NPI)
- Clinical Order Entry Access/Approval Authority (CHCS/AHLTA)

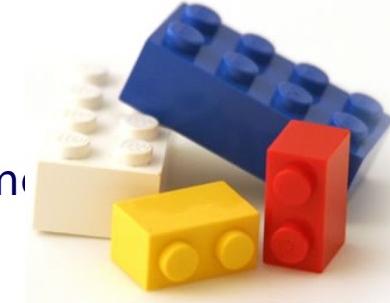
### 4. Hospital/Clinic Location File

- Identifies types of Services provided and where they are performed:
  - Inpatient Wards, Ambulatory Procedure Units (APUs), Outpatient Clinics, Ancillary Services Locations (LAB, RAD and Rx), Admin Areas/File Rooms, etc.
- Linked to Functional Cost Codes (FCCs) and Defense Medical Information System (DMIS) IDs for Workload Reporting



# Building Blocks

## MTF-Managed Files and Tables:



### 5. Schedule Entity File

- Holds Schedule Templates for Clinic Appointments
- Data purged from CHCS after 90-120 Days

### 6. Patient Appointment File

- Contains Clinic, Attending RNDS\* and Radiology (RAD\*) Appointments
- Sends Scheduled Appointments and Walk-Ins to AHLTA
- Captures key elements needed for Visit Workload Reporting
- Tracks Appointment Status
  - PENDING, KEPT, WALK-IN, S-CALL, TEL-CON, OCC-SVC, LWOBS, CANCEL, NO-SHOW and ADMIN

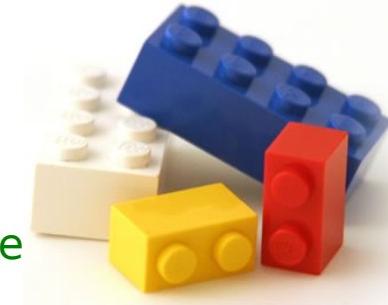
### 7. KG ADC Data File (Encounter Data/Coding)

- Captures encounter Diagnosis and Procedure Coding for:
  - Outpatient, APV and Inpatient Attending Provider RNDS\*
- Provides clinical encounter data needed for identifying services provided, measuring performance and reimbursement



# Building Blocks

## MTF Managed Files and Tables:



### 8. Pharmacy File

- National Drug Codes
- MTF Maintenance required for Order Quantities
- Non-Compliant Rx processing

### 9. Radiology Procedures

- CPT Codes for Radiology procedures linked to Provider Order
- Applicable Modifiers for Professional, Technical Services, Bilaterals
- MTF Maintenance required for annual CPT Code updates

### 10. Laboratory Services

- CPT Codes for Laboratory Services linked to Provider Order
- MTF Maintenance required for annual CPT Code updates



# Provider File

- **Provider ID (Short Name)**
  - Typically 5 characters of Last Name plus 1-2 Characters of First Name
  - Used by numerous MHS and Service reports
- **National Provider ID (NPI)**
- **Provider Class**
  - Locally defined Provider Type
  - Physician, Resident, Pharmacist, Clinical Nurse, Student, Technician, etc.
- **Provider Signature Class**
  - Establishes Provider Privileges for Ancillary Order Entry
- **Medical Specialty->HIPAA Taxonomy->CMAC Class**
  - Medical Specialty Code maps to the HIPAA Taxonomy linked to CMAC Class
  - CMAC Class used to calculate billing rate for Outpatient Itemized Billing
  - Multiple HIPAA Taxonomies may be assigned



See Notes for Provider File Business Rules



# Best Kept Secret! - OLUM

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- **CHCS On-Line Users Manual (OLUM)**
- **Electronic documentation and index of CHCS Functions and Reports**
- **Accessible by ALL CHCS Users:**
  - **Type OLUM (from any Menu display in CHCS)**
  - **Select IND to access the OLUM Index**
  - **Select CHCS Sub-System (Arrow Down to view additional topics)**
  - **Browse or Find topic of interest such as “Monthly” or “Hospital Location”**
- **Does not include recent CHCS updates**



# Topics by Sub-System

## OLUM INDEX

BAS	Basic CHCS Information
CLN	Clinical
DTS	Dietetics
FQA	Facility Quality Assurance
LAB	Laboratory
MCP	Managed Care Program
MM	MailMan User Guide
MSA	Medical Services Accounting
PAD	Patient Administration
PAS	Patient Appointment and Scheduling
PHR	Pharmacy
RAD	Radiology
RIT	Record/Image Tracking
+ WAM	Workload Assignment Module



The CLN volume includes information on:

- Enter/maintain orders, document patient care functions
- Review clinical results/orders, flowsheets and graphs
- Telephone consult, clinical desktop, and more.

Press <F10> to return to the OLOM Menu.

- Select CHCS Sub-System
- Select “Browse” from Action Bar Menu to view documentation and report samples



# Sub-System Topics Index

## MSA ONLINE USERS MANUAL INDEX

1	1080 Report	2.7.8
2	1860R Detail Report	2.7.1
3	Accounts Written-Off	2.5.16
4	Accrual -- 1860R Detail Report	2.7.1
5	Accts Subject to Transfer/Write-Off	2.5.14
6	Active Accounts Receivable Report	2.5.2
7	Air Force Form 178	2.7.7
8	Army Form 1860R	2.7.7
9	Balance Check	2.4.2
10	Cash Collection Detail Report	2.5.3
11	Cashier Action Screen	2.3.8
12	Cashier Functions Menu	2.3
13	Cashier Action Screen	2.3.8
14	Copying Charges Entry	2.3.4
15	Dining Hall Collections Entry	2.3.1
16	Inpatient Accounts Edit	2.3.6
17	One Time Charges Post	2.3.3
+	Outpatient Accounts Edit	2.3.7



Browse Find Glossary Help backUp Quit  
Access text and browse through information.



# Other Health Insurance

- **DEERS interfaces with CHCS to enter and update Other Health Insurance (OHI):**
  - CHCS can query DEERS for OHI entered by other MTFs
  - Used to bill for both Inpatient and Outpatient services
  - Primary, Secondary and Tertiary benefit coverage
  - New and Updated Demographics and OHI sent to TPOCS daily
  - OHI cannot be entered for Active Duty and Civilian Patient Categories
- **Every Clinic - Every Day!**
  - Transfer the DD2569s to the UBO! (Snail Mail, Fax or Scan)
  - Entry/Validation of OHI in CHCS within 3 calendar days necessary to prevent manual back-billing or erroneous billing



# Charges Capture

- **Charges for procedures and services billed by TPOCS, CHCS MSA and Monthly DD7/DD7A are captured as a by-product of day-to-day operations using:**
  - **CHCS Registration (Mini and Full Registration)**
  - **CHCS Patient Insurance Information (PII)**
  - **CHCS Admissions/Discharge/Transfer (ADT)**
  - **CHCS Ambulatory Data Module (ADM)**
  - **CHCS Laboratory (LAB)**
  - **CHCS Radiology (RAD)**
  - **CHCS Pharmacy (PHR)**





# Corrections Management

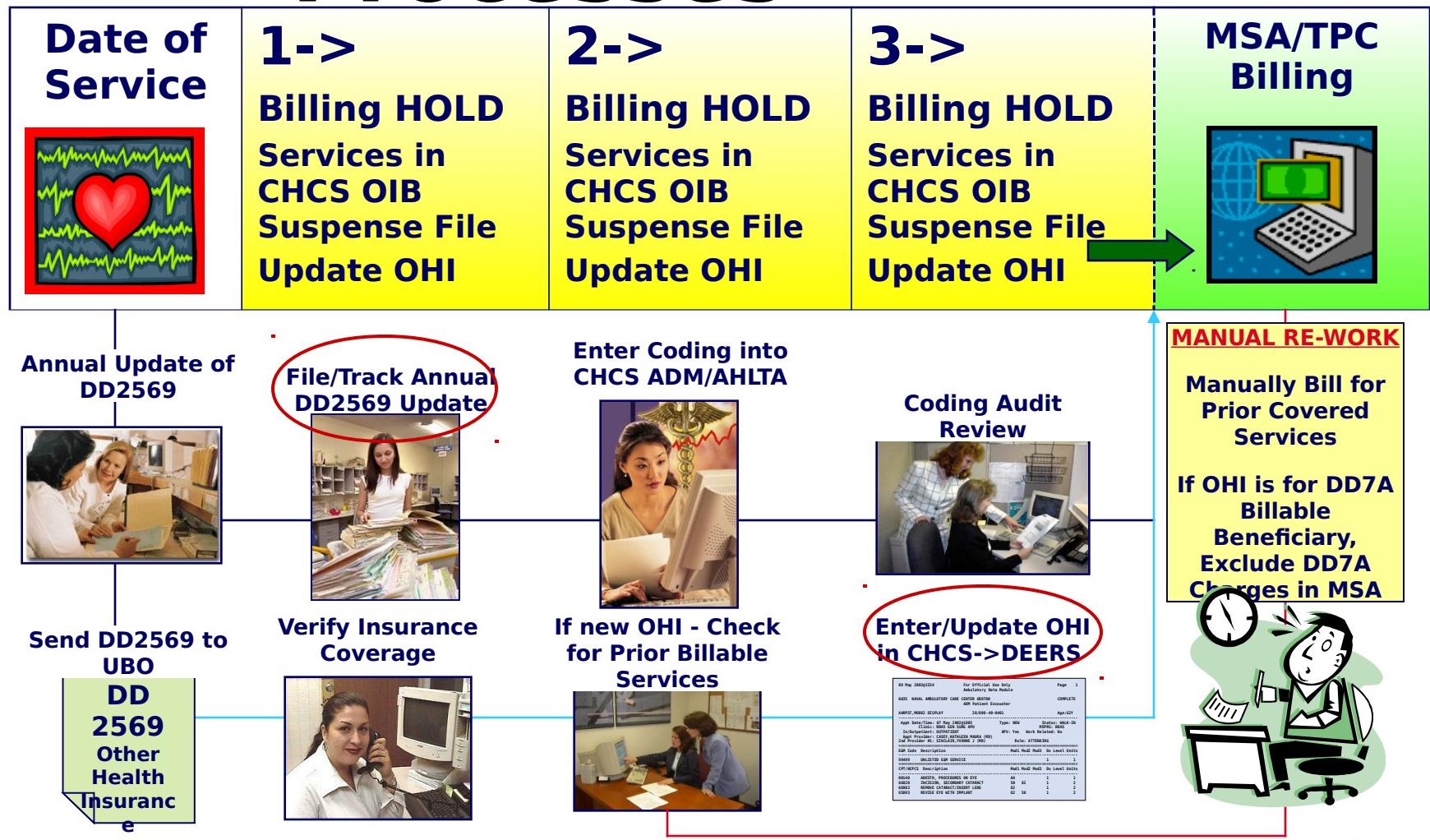
Patient: BXXXX, XXXXXX	VIEW ADT							
FMP/SSN: 20/XXX-XX-XX22	DOB: XXFebXX	PATCAT: A31	Sex: M					
=====								
TYPE	DATE	TIME	RMEPRS	MEPRS	WARD	RM-BD	DAYS	
ADM	14Aug07	2030	AAAA	AAHA	ICU2W			3 Reg# 1306883 (T) ERA
WRD	17Aug07	1316		AAAA	4SMED	←		3 Interward transfer
DSP	20Aug07	1340						Disp type: HOME Bed days=6 Sick days=6

- Corrections Management ONLY supports Inpatient data:

- DG CORMAN Security Key provides ability to change Admissions data, including Patient Category and Bed Days to recalculate MSA Billed Charges
- MTF Staff with DG CORMAN Keys should be strictly limited to key PAD and Medical Records Staff, as changes can impact Inpatient Billed Charges



# Synchronizing Processes



Encounters Completed AFTER 3 Business Days Will Still Be Sent to Billing - If OHI is on File



# Extract Processing

- **CHCS Ambulatory Data Module (ADM) prepares a daily batch extract ASCII (Text) File for each MTF on your CHCS Host that contains patient level data for:**
  - Ambulatory Clinic Encounters
  - Ambulatory Procedure Visits (APV) Encounters
  - Inpatient Consults (Not associated with the Attending Clinical Service)
  - Inpatient Professional Services Record (IPSR-RNDS\*)
- **The CHCS SADR Nightly Process is scheduled in CHCS to run at ~2030 - 2130 each night:**
  - Includes ADM & AHLTA completed encounters
  - Includes ADM updates and updates received from AHLTA and CCE
- **Following the SADR Nightly Process, billable encounter services (that met the 3 Day “Hold”) are sent by CHCS to:**
  - CHCS Medical Services Accounting (MSA)
  - Third Party Outpatient Collections System (TPOCS)



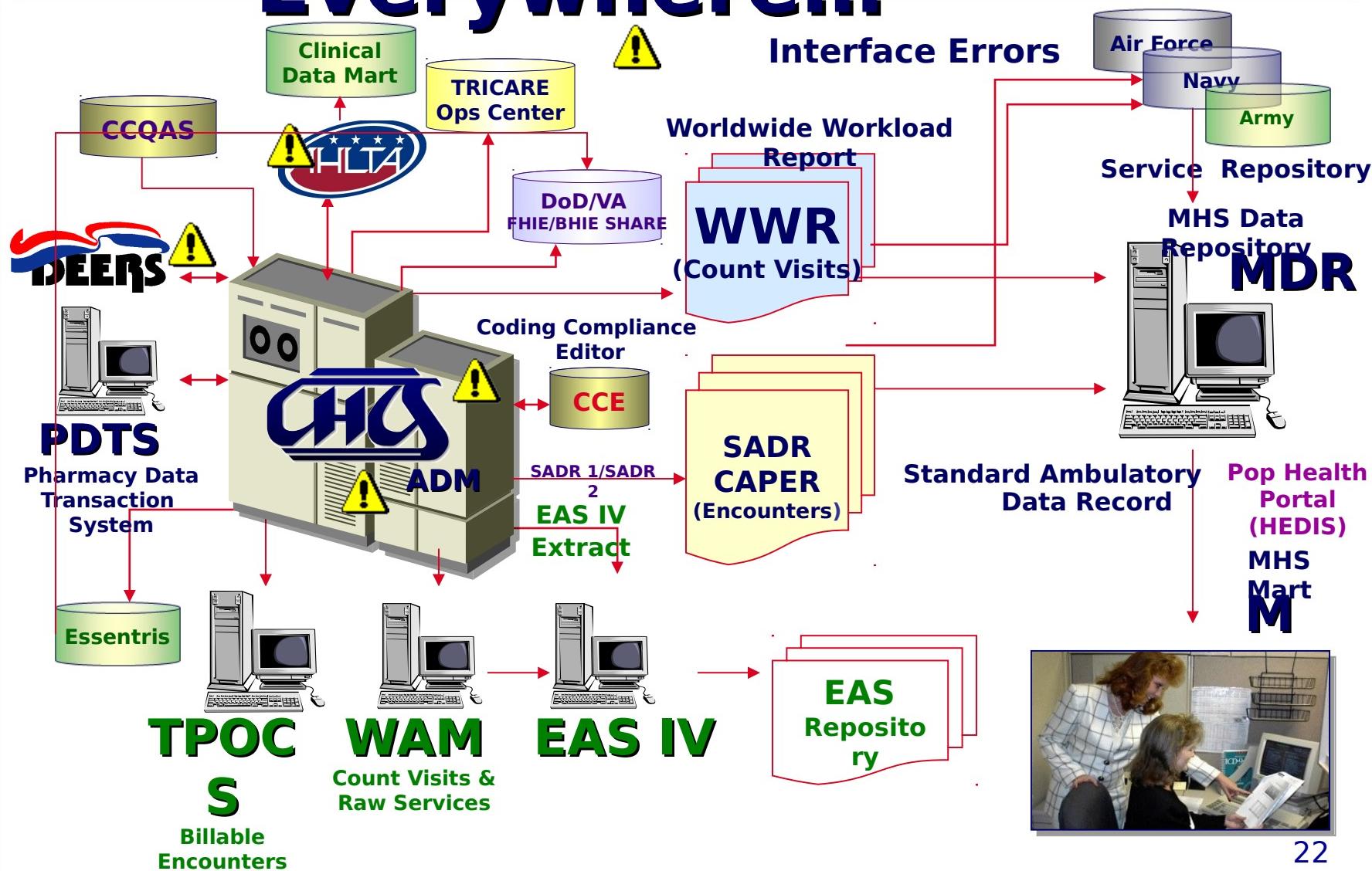
# File Transfers to TPOCS

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- OHI and billable services captured by CHCS are transferred on a daily basis to support the billing process.
- The following files containing Standard, Site Defined and Billable Services data are sent from CHCS to TPOCS:
  1. CHCS Provider File Updates (per CHCS Host Platform)
  2. Standard Insurance Company Table (SIT) Updates (per CHCS Host Platform)
  3. OHI and Patient Demographics Data (per CHCS Host Platform)
  4. TPOCS Billable ADM Encounters (per Group DMIS)
  5. TPOCS Billable Ancillary (LAB & RAD) Services (per Group DMIS)
  6. TPOCS Billable Pharmacy (PHR) Services (per Group DMIS)
- Each File is an ASCII formatted file, and will be “pushed” to TPOCS via CHCS Sy-Electronic Transfer Utility (ETU)
- ASCII files sent to TPOCS will be stored in CHCS for 14 days, prior to being purged in CHCS [DISK\$LOG.CHCS.APPL.DELETE]



# CHCS Data, Data Everywhere...





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# The Big Rocks...

- Discuss Best Practices for:
  - Lack of Dual Status Indicator
  - Tracking Annual DD2569 Updates
  - Anatomic Pathology Billing
  - J-Code Units of Service and Calculations
  - Lack of Diagnosis Link for Ancillary Services



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# It Takes a Team!

- Managing Key Files in CHCS
- Interface Error Management
- Coordination across MTF Departments
- Data Quality Management Control Program Support





# Tri-Service Web Sites

WEB SITE	LINK (Verified as of 13 Sep 2010)
<b>CHCS Courses &amp; Downloads</b> <ul style="list-style-type: none"><li>▪ Web Based &amp; Virtual Classroom</li></ul>	<a href="https://mhslearn.csd.disa.mil">https://mhslearn.csd.disa.mil</a> * CAC Log-In
<b>TMA Data Quality Management Control Program Training</b>	<a href="http://tricare.osd.mil/ocfo/mcfs/dqmcp/training.cfm">http://tricare.osd.mil/ocfo/mcfs/dqmcp/training.cfm</a>
<b>CHCS On-Line Tutorials</b> <ul style="list-style-type: none"><li>▪ Data Admin for PAD/MSA</li><li>▪ Data Admin for SIT/OHI</li><li>▪ Download for Reference</li></ul>	<a href="http://dhims.health.mil/userSupport/ahlta/training/tutorials.aspx">http://dhims.health.mil/userSupport/ahlta/training/tutorials.aspx</a>
<b>Uniform Business Office</b> <ul style="list-style-type: none"><li>▪ Policy Guidance</li><li>▪ MHS Rates</li></ul>	<a href="http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm">http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm</a>
<b>Uniform Biostatistical Utility</b> <ul style="list-style-type: none"><li>▪ Coding Guidelines and Updates</li></ul>	<a href="http://www.tricare.mil/ocfo/bea/uba/index.cfm">http://www.tricare.mil/ocfo/bea/uba/index.cfm</a>



# Service Web Sites

WEB SITE	LINK (Verified as of 13 Sep 2010)
<b>Navy DQ Manual</b> <b>CHCS Ad-Hoc Templates</b> <b>Detailed explanations of CHCS features and issues impacting DQ</b>	<a href="https://dq.med.navy.mil/">https://dq.med.navy.mil/</a>
<b>NMC Portsmouth “Nuggets”</b> <ul style="list-style-type: none"><li>▪ <b>CHCS &amp; AHLTA “How To’s” &amp; SOPs</b></li></ul>	<a href="http://www-nmcp.med.navy.mil/EduRes/CompMedia/chcs/nuggets.asp">http://www-nmcp.med.navy.mil/EduRes/CompMedia/chcs/nuggets.asp</a>
<b>Navy AHLTA Resource Center</b> <ul style="list-style-type: none"><li>▪ <b>Video Demo Encounter Data</b></li><li>▪ <b>Role Based Training</b></li><li>▪ <b>AHLTA Resources</b></li></ul>	<a href="http://www.navyahlta.com/choose-mtf.asp?s=466324380">http://www.navyahlta.com/choose-mtf.asp?s=466324380</a>



# Best of the Web

WEB SITE	LINK (Verified as of 13 Sep 2010)
<b>American Medical Association CPT Code Look-Up</b> <ul style="list-style-type: none"><li>▪ Look-Up by Code or Keyword</li><li>▪ Includes Medicare RVU &amp; Payment</li><li>▪ Lists CPT Assistant References</li></ul>	<a href="https://catalog.ama-assn.org/Catalog/cpt/cpt_search.jsp?checkXwho=done">https://catalog.ama-assn.org/Catalog/cpt/cpt_search.jsp?checkXwho=done</a>
<b>Uniformed Services Academy of Family Physicians</b> <ul style="list-style-type: none"><li>▪ AHLTA Pearls and FAQs</li><li>▪ Training Links</li></ul>	<a href="http://www.usafp.org/AHLTA-838-Information-FAQs.html">http://www.usafp.org/AHLTA-838-Information-FAQs.html</a>
<b>ICD-9 Code Look-Up Tables</b> <ul style="list-style-type: none"><li>▪ Tabular Lists</li><li>▪ EZ Look-Ups</li></ul>	<a href="http://icd9cm.chrisendres.com/index.php?action=contents">http://icd9cm.chrisendres.com/index.php?action=contents</a>
<b>Survey Sample Size Calculator</b> <ul style="list-style-type: none"><li>▪ Confidence Intervals</li></ul>	<a href="http://www.custominsight.com/articles/random-sample-calculator.asp">http://www.custominsight.com/articles/random-sample-calculator.asp</a>



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# Questions?

Please contact the UBO Helpdesk if you have any questions or concerns at (703) 575-5385 or [UBO.helpdesk@altarum.org](mailto:UBO.helpdesk@altarum.org).

